EMPLOYMENT OPPORTUNITY

Town of Lexington

We are currently accepting applications for the full-time (35 hours / week) position of:

Enterprise Applications Administrator
Information Systems

Starting hourly rate from $30.27 - $35.57 / hour
Excellent Benefits

**The _REQUIRED_ Town of Lexington application must be received in the
Town's Human Resource Department
by Friday, March 18, 2016**

GENERAL SUMMARY:

Under the general supervision of the Director of Information Technology, supports operation of and assists users of Town software applications.

ESSENTIAL JOB FUNCTIONS:

Provides application and technical support to municipal department users on various information systems including primarily Town enterprise applications and endpoint applications. Town enterprise applications include the Town's financial, HR, and payroll systems (Munis & Novatime), asset management system (Cartegraph), records management system (Laserfiche), permit tracking system (ViewPermit), public safety systems, VoIP, and other systems as needed.

Installs and maintains software, maintains an inventory of software and assists with establishing application standards (including but not limited to operation, applications and security). Researches new software, orders software after approval from the Director of Information Technology. Collaborates with departments to identify issues and needs, evaluates solutions and opportunities and proposes improvements.

Works with vendors and their technical support staff to implement new systems or maintain the life cycle of existing systems.

Manages and provides support in installing and testing application enhancements and upgrades for municipal applications; may create new custom features, workflows, configurations, and coding as needed.

Participates in the management of projects, as a manager of projects smaller in scope or assisting the manager of larger projects.

Creates system and software documentation.

Provides user software support, serves as a contact for user questions and problems and supports user self-sufficiencies and competencies.

Assists the IT/Database Administrator with maintenance, optimization and back up application databases; supports and tests custom features of data integration programs.

Assists in the development and implementation of an annual computer training plan, including coordination of in-house user groups, document preparation for user training and operational procedures. Conducts and assists with user training.

Assists with VMWare (VSphere, multiple clusters), Microsoft Exchange and Microsoft server systems support (including Active Directory, Sharepoint, and others as needed).

Assists with enterprise systems backup and disaster recovery.

With Director of Information Technology, provides functional direction and mentoring of municipal department computer managers. Establishes procedures, schedules meetings, identifies tasks, and provides support.

Provides general help desk support, serves as member of an IT support team with shared responsibilities, and responds to technology issues.

Performs other related duties as required, directed, or as the situation dictates.

Regular attendance at the workplace is required.

SUPERVISIORY RESPONSIBILITY:

None

MINIMUM EDUCATION & EXPERIENCE:

Experience and Training Guidelines:
Equivalent to a Bachelor's Degree from an accredited college or university in computer science, information technology, or a related field and three to five years of professional experience; or any equivalent combination of education and experience. Preference will be given to experience in system and database administration experience with MUNIS financial system or other financial system, experience with public safety software systems, experience with electronic records management systems, experience with Cartegraph, asset management and work order systems, and permitting systems.

QUALIFICATIONS:

Knowledge of:
MS Server 2008 R2 and above.

Advanced administration of at least one of the following: Exchange, Backup Exec, Sharepoint, VMWare, Cartegraph, Laserfiche, Computer Aided Dispatch.

MS Office.

Encryption (database and file) and certificate management.

Various Windows operating systems and alternate operating systems such as Mac, Android, IOS, Chrome, or other.

Enterprise security software.

Project management procedures.

Support desk methodology.

Human learning styles for successful training.

Customer support and interaction strategies.

MS SQL server 2007 and above.

Database security best practice.

Basic network setups including wired or wireless.

Email security procedures.

Crystal Reports, SQL report writer or equivalent.

Ability to:

Learn and adapt to new technologies/systems/architectures.

Work well in an environment with multiple critical deadlines, performing multiple tasks at one time.

Work collaboratively and effectively with various departments.

Demonstrate & practice effective interpersonal communication, presentation, problem solving and analytical skills.

Develop schedules and long-range/short range plans to achieve stated goals.

Understand business flow and understand the needs of various departments and users.

Prepare and analyze complex reports.

Maintain efficient and effective automated systems.

Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. May be required to crouch, crawl, stand for long periods of time and lift computer equipment.

Office equipment (personal computer, computer peripherals, telephone, calculator, copier, mobile devices, facsimile, etc), servers, network equipment, testing equipment, small hand tools and passenger vehicle. Must be sighted and able to perceive and discriminate colors and visual cues. Must be able to perceive and discriminate sounds and speak at a normal rate of conversation. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, color discrimination and the ability to adjust focus. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity. Frequently lifts and/or moves equipment weighing up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an

exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 698-4591 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

Applicants must be able to pass a background/security check including CORI screening.

**Application must be received in the Town's Human Resource Department
by Friday, March 18, 2016**

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:
Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 698-4591